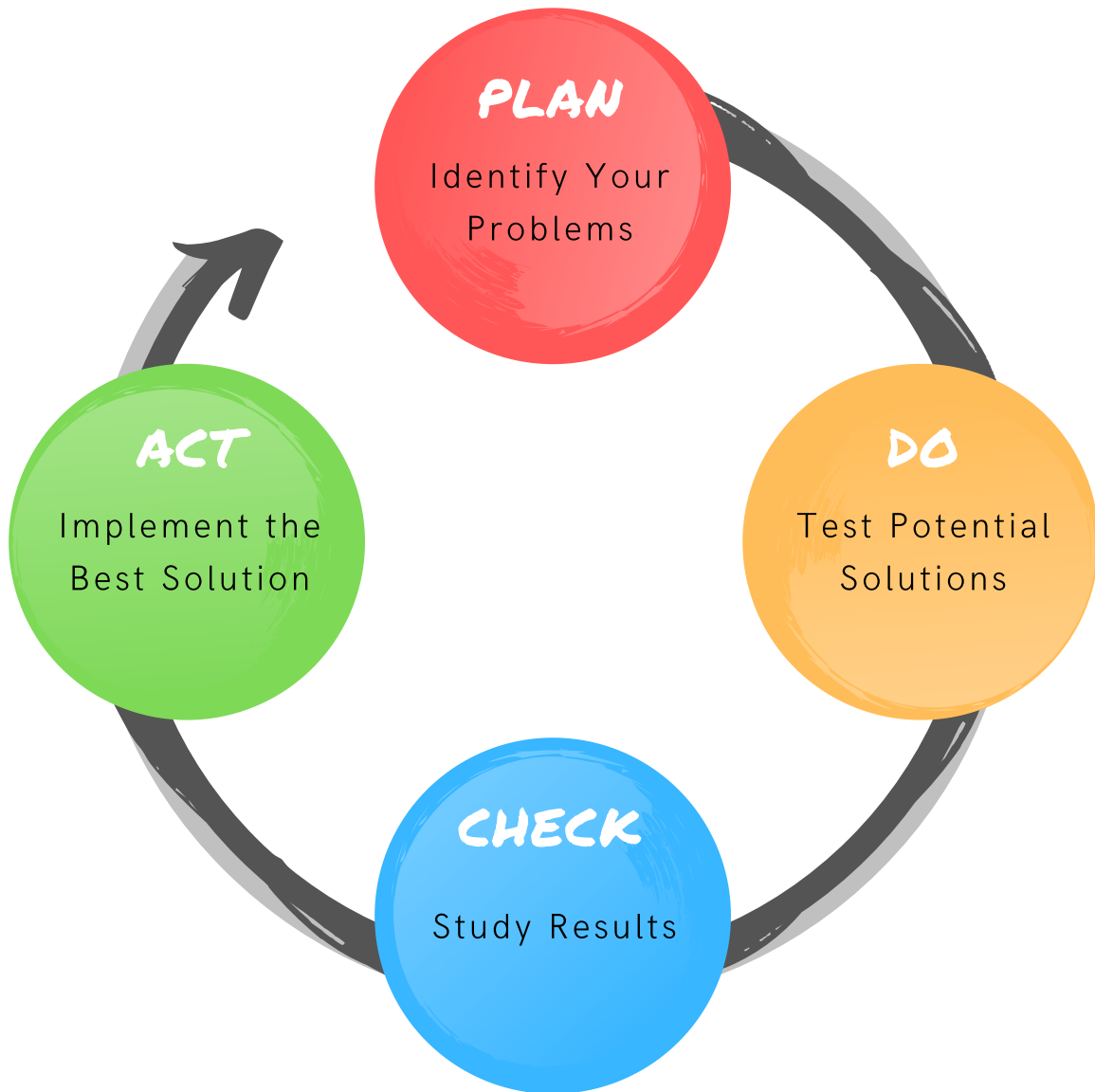


AGENTS OF CHANGE CONFERENCE



CONTINUALLY IMPROVING OUR AGENCIES

Tuesday • November 19 • 9:00 AM to 5:00 PM
Ramkota Convention Center & Hotel • Pierre, SD

WHAT IS CONTINUOUS IMPROVEMENT?

Continuous Improvement is an ongoing effort to improve products, services, and processes by engaging employees to always be looking for ways to be more efficient and effective.

AGENDA

9:00 - 9:15

Welcome

9:15 - 10:30

What is Continuous Improvement?

10:30 - 10:45

Break

10:45-11:45

Breakout Sessions: Quick & Easy Tools You Can Implement Right Away!

- 5S: Getting Organized with 5S
- Poka-Yoke: Mistake-Proofing Your Forms
- 8 Wastes: What Are They & How to Eliminate Them from Your Work

11:45 - 12:45

Lunch on Own

12:45 - 1:45

Leadership Panel Fireside Chat: Agencies Journey with CI

1:45 - 2:45

4 Games & 4 Tools: The Path to Understanding CI - ReEngine

2:45 - 3:00

Break

3:00-5:00

Matthew Singh - Keynote Speaker

Director of Center of Operational Excellence for the State of Nebraska

WHAT STATE AGENCIES ARE CURRENTLY USING CONTINUOUS IMPROVEMENT METHODS?

- Bureau of Administration
- Bureau of Information & Telecommunication
- Department of Revenue
- Department of Labor & Regulation
- Department of Corrections
- Department of Transportation